



Dean Health Plan, Inc.

1277 Deming Way

Madison, WI 53717

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www.deancare.com

Type of Plan.....	Health Maintenance Organization
Total Number of Members	201,695
Years of Operating Experience.....	19 years
Total Number of Primary Care Physicians (PCPs).....	608 (includes some OB/GYN)
Percentage of PCPs Accepting New Patients	97%
Percentage of Board Certified Specialty Care Physicians.....	Approximately 77%
Number of Hospitals Affiliated with Plan	26
Number of Urgent Care Facilities	28
Number of Dentists	721
Percentage of Dentists Accepting New Patients	100%

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	A written referral is required for services performed by a provider who is not the Primary Care Provider or is not located at the primary clinic. Referrals to non-Plan Providers must be prior authorized by the plan before services are received. Services that do not require a referral, if seen by a Plan Provider, include: chiropractic care, routine vision, Magnetic Resonance Imaging (MRI), diagnostic testing, home health care, hospice care, durable medical equipment sale or rental, oral surgery, and OB/GYN.
Medicare Claims Procedure	Most Plan Providers accept Medicare assignment, in which case the process is fully automated. If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, your provider will then submit the itemized bill and the Explanation of Medicare Benefits to us for processing as the secondary carrier.
Prescription Drug Policy	Dean Health Plan utilizes a drug formulary, which includes over 1,800 drugs. Some drugs do require prior authorization. To obtain a listing of the most common formulary drugs and/or a listing of the drugs that require prior authorization, contact our Customer Service Department at (608)828-1301 or 1-800-279-1301 or visit our website at www.deancare.com . To obtain prior authorization for a drug that is not listed on the formulary, you may also contact our Customer Service Department for assistance.
Dispensing Policy	Prescription drugs will be dispensed in a 30-day supply per prescription or refill. Oral contraceptives may be obtained in a 3-month supply, with one copayment per cycle.
Mail Order	Many of our Plan Pharmacies will mail your prescription drugs to you. You may contact your Plan Pharmacy for more information.
Disposable Diabetic Supplies Procedure	Disposable diabetic supplies should be obtained from a Plan Pharmacy. You will be required to pay the 20% coinsurance at the time of purchase.
Outpatient Mental Health Network/Policy	A referral is required for outpatient mental health care if services are performed by a provider who is not located at the primary clinic chosen by the member. You should contact your Primary Care Provider to initiate a referral. For treatment of alcohol and other drug abuse, you may obtain treatment at a Plan Provider without a referral.
24-Hour Nurse Line	Dean On Call, 1-800-57-NURSE (1-800-576-8773) or locally (608) 250-1393.

ADDITIONAL INFORMATION

PCP Restrictions	Primary Care Providers may be selected from one of the following specialties: Family Practice, General Practice, Pediatrics, Obstetrics/Gynecology or Internal Medicine. Providers who may be chosen as Primary Care Providers are indicated in our Provider Directory. Family members may choose their own Primary Care Provider.
Dental Benefits If Provided	<p><u>Coverage</u> <u>DeltaPremier Benefit</u></p> <p>Individual Annual Deductible, applies to all services \$25</p> <p>Family Annual Deductible \$75</p> <p>Individual Annual Maximum \$1,000</p> <p>Individual Lifetime Orthodontic Maximum \$1,500</p> <p>Diagnostic & Preventive Services 100%</p> <p style="padding-left: 20px;"><i>Examinations, teeth cleaning (prophylaxis), bitewing & full mouth x-rays, fluoride treatments, space maintainers</i></p> <p>Basic Restorative Services 80%</p> <p style="padding-left: 20px;"><i>Emergency treatment to relieve pain, Composite resin (white) fillings on front teeth (an alternative amalgam allowance on back teeth), Amalgam (silver) fillings on back teeth, Sealants, pulpotomy on primary teeth, Stainless steel prefabricated crowns on primary teeth</i></p> <p>Orthodontics 50%</p> <p style="padding-left: 20px;">Orthodontics is a benefit for your dependent children when the active Orthodontic treatment starts before age 19.</p>
Quality Improvements Initiative	<ul style="list-style-type: none"> Preventive health efforts to improve childhood immunization rates, improve cervical cancer screening rates and improve mammogram rates. Maintaining high service standards by answering calls in an average of 10 seconds or less, keeping the number of abandoned calls below 3%, and processing claims in an average of 7 days. Added our drug formulary and benefit information to our website at www.deancare.com.

Counties in Service Area	Hospitals in County	Major Providers in County *
Columbia	Columbus Community Hospital Divine Savior Hospital, Portage	Please refer to our Provider Directory for a complete listing of all available Plan Providers. You may contact our Customer Service Department at (608)828-1301 or 1-800-279-1301 to obtain a current Provider Directory.
Dane	St. Marys Hospital, Madison Stoughton Hospital, Stoughton	
Dodge	Beaver Dam Community Hospital Watertown Memorial Hospital Waupun Memorial Hospital	
Dubuque, IA	Finley Hospital	
Grant	Boscobel Memorial Hospital Lancaster Memorial Hospital Southwest Health Center, Platteville	
Green Lake		
Iowa	Memorial Hospital of Iowa County, Dodgeville	
Jefferson	Fort Atkinson Memorial Hospital	
Lafayette	Memorial Hospital of Lafayette County, Darlington	
Marquette		
Racine	Memorial Hospital of Burlington	
Richland	Richland Hospital	
Rock	Beloit Memorial Hospital Memorial Community Hospital, Edgerton Mercy Hospital, Janesville	
Sauk	Reedsburg Memorial Hospital Sauk Prairie Memorial, Prairie du Sac St. Clare Hospital, Baraboo	
Walworth	Lakeland Medical Center, Elkhorn	
Waukesha	Oconomowoc Memorial Hospital	

* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number listed above.